

Discharge Planning

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Georgia Department of Community Health

Policy Section



- ▶ 804 – Case management
- ▶ 805 – Case Management Supervision
- ▶ 1401 – Utilization Management
- ▶ 1404 – Member Discharge
- ▶ 1405 – SOURCE Member Involuntary
Discharge
- ▶ 1406 – Right to Appeal

Who are you?

- ▶ The staff person serving as the SOURCE member's liaison and representative with other program key players; the CM's primary responsibility is to ensure that goals of the program and of individual members are met. Performs functions of needs assessment, Carepath monitoring and coordination with other health system or social service personnel.
- ▶ One who pleads another's cause; one who argues or pleads for a cause or proposal

Case Manager

Advocate

You are the Case Manager.

What do you do?

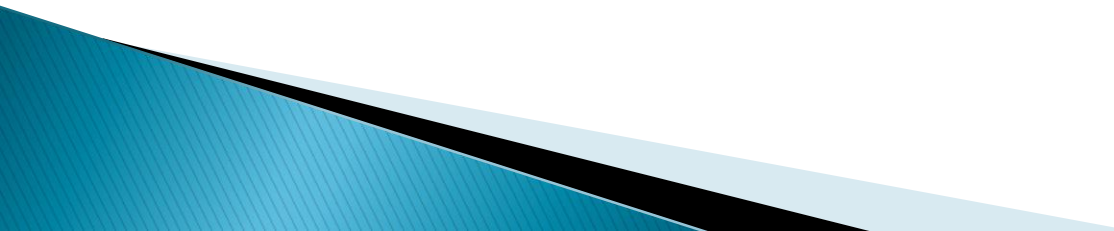
What do you do?

- ▶ Help locate other local community services for your Member.

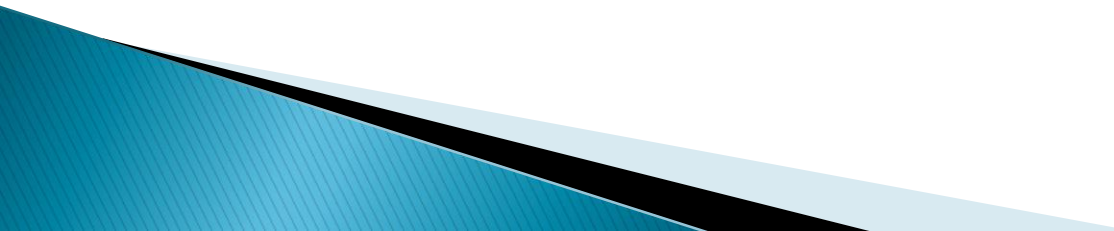
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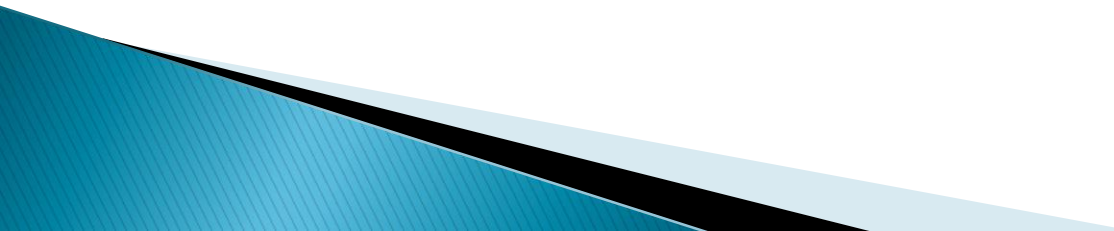
- ▶ Help locate other local community services for your Member.
 - ▶ Manage the services that SOURCE provides the member.
 - ▶ Improve Member's quality of life.
 - ▶ Gather and document information to help us to best evaluate the Member's condition and needs.
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How do you do this?

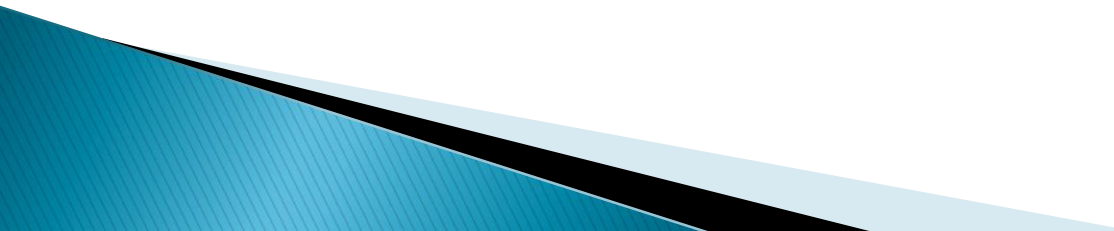
How do you do this?

- ▶ By using the resources available to you.

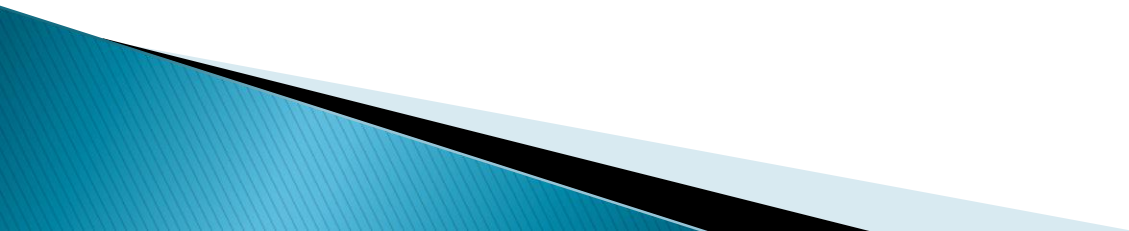
How do you do this?

- ▶ By using the resources available to you.
 - ▶ By documenting all contact with the member.
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Case Notes can cut two ways.

- ▶ Case Notes can help establish the grounds for the Member to continue in the program.
 - ▶ Case Notes can help determine the correct program that the Member should be in.
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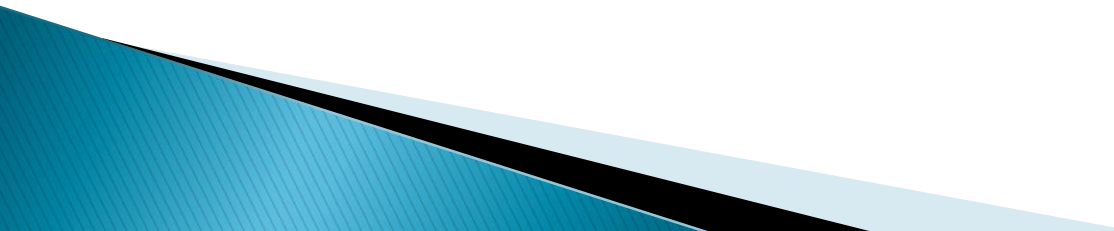
What is Discharge Planning?



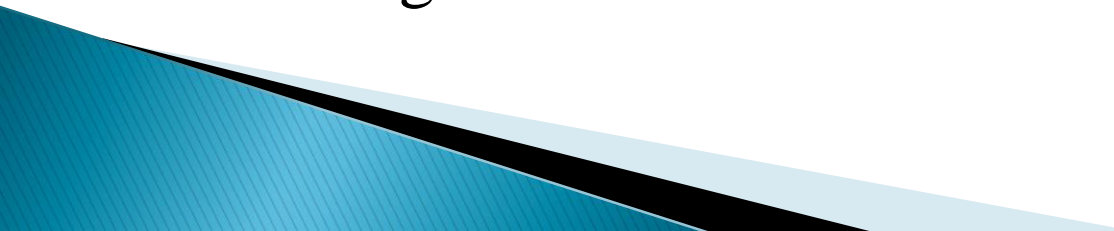
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 - ▶ Discharge Planning gives the Member Viable Resources.
 - ▶ Discharge Planning is continued contact and assistance to the Member until your Member is officially discharged.
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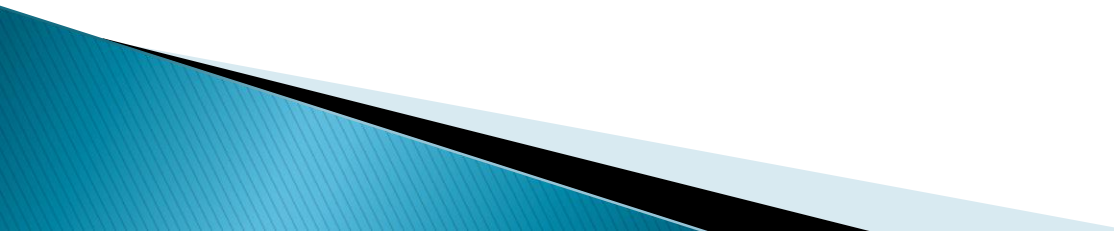
**When do you begin the
Discharge Planning?**



When does your Discharge Planning begin?

- ▶ Ideally it begins when you are assigned the Member.

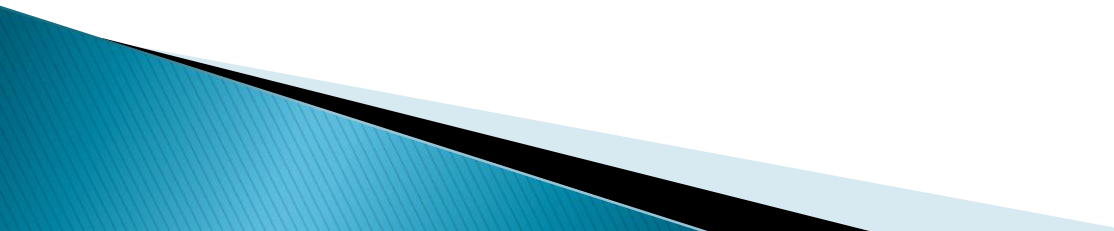
When does your Discharge Planning begin?

- ▶ Ideally is when you are assigned the Member.
 - ▶ You should prepare and work your cases as if the Member will be discharged the next day.
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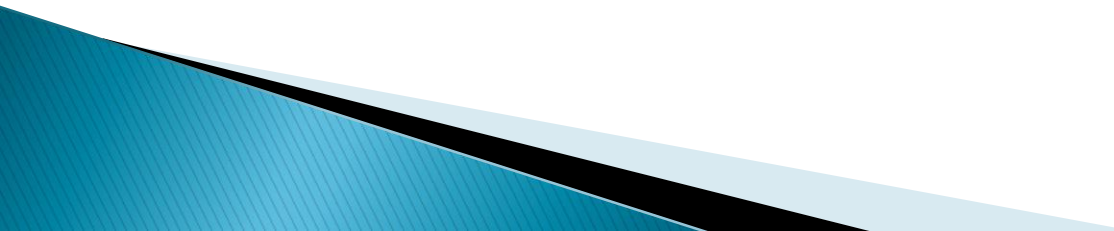
Discharge Planning

- ▶ Give your Discharge Planning to your Member in writing by mail or in person. You can always follow up by telephone. This bills your record.

When does Discharge Planning end?

- ▶ When the Member withdraws their appeal;
 - ▶ When the Department (DCH) withdraws the adverse action;
 - ▶ When we have had the hearing and the Court sends their Decision closing the case.
 - ▶ The Attorney on the case will email or fax the decision to your office.
 - ▶ Services stop only when the case ends.
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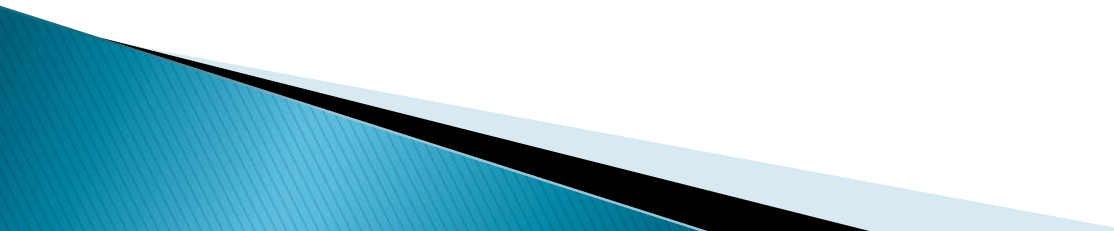
**When is your Discharge
Planning needed by DCH?**



When is your Discharge Planning needed by DCH?

- ▶ When your agency receives the request for the Member's package.

Help your Member to transition when needed.

- ▶ When the Member has been identified with mental health issues as their primary diagnosis.
 - ▶ When the Member has been identified with developmental delays and disabilities.
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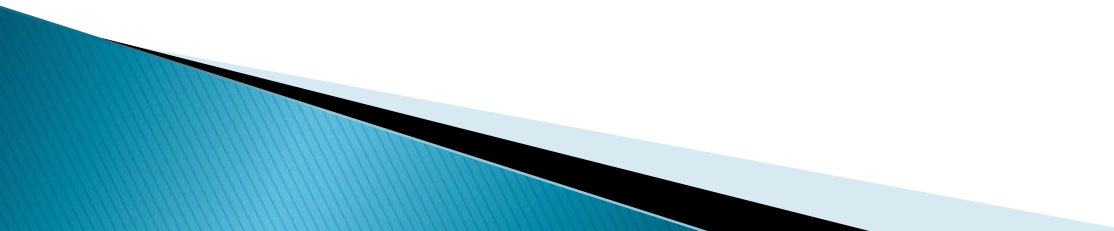
DBHDD

- ▶ You can find the information on its website.

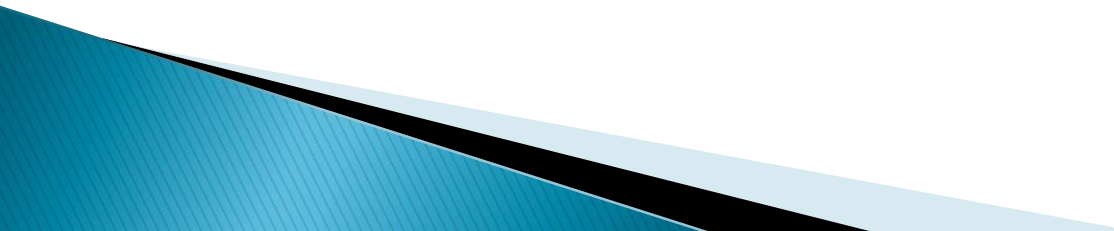
<http://dbhdd.georgia.gov/developmental-disabilities>

- ▶ We mostly look to send the Members to NOW/COMP.

MAINTAIN CURRENT RESOURCES on your Excel File

- ▶ Food Banks
 - ▶ Churches
 - ▶ PSS – Pvt Pay
 - ▶ ERS – Pt Pay
 - ▶ Community Centers
 - ▶ Medicaid transport and others
- 


THINK OUTSIDE THE BOX

- ▶ Area on Aging (Excel at resources for 60years+)
 - ▶ United Way 2-1-1 (all ages)
 - ▶ Salvation Army
 - ▶ Habitat for Humanity
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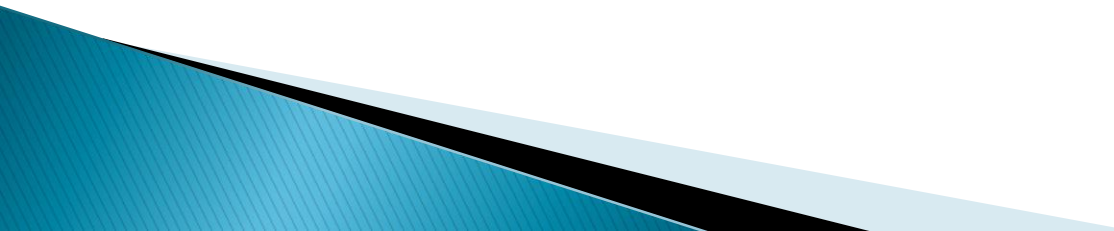
**CULTIVATE INFORMAL
SUPPORT AT ALL TIMES
(Document in your Excel File)**



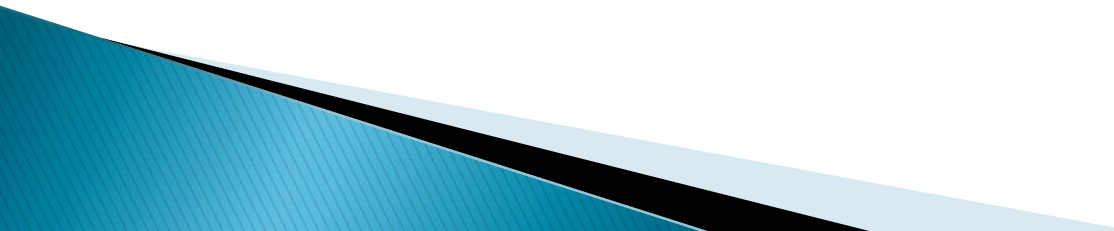
TESTIMONY

- ▶ Talk to the attorney on the case.
 - ▶ Discuss what you have done for the Member in the Discharge Planning.
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TESTIMONY

- ▶ Have dates and times that you made contact with your Member and with any of the referrals that you found for the Member.
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TESTIMONY

- ▶ Discuss any problems that the Member has with the Attorney.
 - ▶ Take suggestions and follow through with what was discussed.
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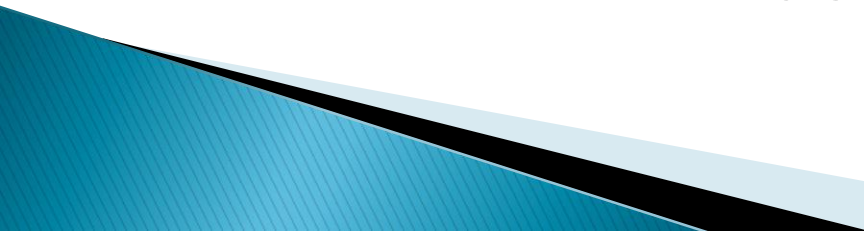
TESTIMONY

▶ NEVER start testimony with:

“This is all that we could do.”

Or

“This is the only thing that we
could do.”



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Remember...

- ▶ The Attorneys and the Members are counting on you.
- ▶ DCH will ask, what is in your excel resource file?